

	Type	L #	Hits	Search Text	DBs	Time Stamp
1	BRS	L1	59	automat\$6 near3 monitor\$3 near3 ((ACD (automatic adj call adj distribut\$3) PBX center))	USPAT	2003/06/24 10:29
2	BRS	L2	441	automat\$6 with monitor\$3 with ((ACD (automatic adj call adj distribut\$3) PBX center))	USPAT	2003/06/24 10:25
3	BRS	L3	257034	web\$5 http ((markup (mark adj up)) adj language)	USPAT	2003/06/24 10:27
4	BRS	L4	31058	manager supervisor	USPAT	2003/06/24 10:27
5	BRS	L5	3	1 and 3 and 4	USPAT	2003/06/24 10:28
6	BRS	L6	21	2 and 3 and 4	USPAT	2003/06/24 10:28
7	BRS	L7	0	1 and 4 and (pager paging)	USPAT	2003/06/24 10:31
8	BRS	L8	9220	((ACD (automatic adj call adj distribut\$3) PBX (business call) adj center))	USPAT	2003/06/24 10:31
9	BRS	L9	1006	8 and (pager paging)	USPAT	2003/06/24 10:31
10	BRS	L10	245	8 same (pager paging)	USPAT	2003/06/24 10:32
11	BRS	L11	12	4 same 10	USPAT	2003/06/24 10:32

	Type	L #	Hits	Search Text
1	BRS	L1	2	4510351.pn. 5530744.pn.
2	BRS	L2	10	percent\$3 with trunk with occup\$5
3	BRS	L3	0	calculat\$3 with percent\$3 with trunk with occup\$5
4	BRS	L4	0	calculat\$3 with (percent\$3 ratio) with trunk with occup\$5
5	BRS	L5	20	calculat\$3 with (percent\$3 ratio) with trunk
6	BRS	L6	93789	calculat\$3 with (percent\$3 ratio)
7	BRS	L7	24	379/265\$3.ccls. and 6

	U	1	Document ID	Issue Date	Pages
1	<input type="checkbox"/>	<input type="checkbox"/>	US 6741698 B1	20040525	9
2	<input type="checkbox"/>	<input type="checkbox"/>	US 6724884 B2	20040420	9
3	<input type="checkbox"/>	<input type="checkbox"/>	US 6707903 B2	20040316	19
4	<input type="checkbox"/>	<input type="checkbox"/>	US 6661889 B1	20031209	14
5	<input type="checkbox"/>	<input type="checkbox"/>	US 6640143 B1	20031028	13
6	<input type="checkbox"/>	<input type="checkbox"/>	US 6633640 B1	20031014	15
7	<input type="checkbox"/>	<input type="checkbox"/>	US 6600822 B2	20030729	10
8	<input type="checkbox"/>	<input type="checkbox"/>	US 6584191 B1	20030624	21
9	<input type="checkbox"/>	<input type="checkbox"/>	US 6542602 B1	20030401	22
10	<input type="checkbox"/>	<input type="checkbox"/>	US 6535600 B1	20030318	12
11	<input type="checkbox"/>	<input type="checkbox"/>	US 6480749 B1	20021112	13
12	<input type="checkbox"/>	<input type="checkbox"/>	US 6389133 B1	20020514	9

	Title	Current OR
1	Call management system using dynamic threshold adjustment	379/265.02
2	Call management system using fast response dynamic threshold adjustment	379/265.01
3	Automated workflow method for assigning work items to resources	379/265.02
4	Methods and apparatus for multi-variable work assignment in a call center	379/265.05
5	Method for performance measurement and analysis of local exchange carrier interconnections	700/32
6	Methods and apparatus for analysis of load-balanced multi-site call processing systems	379/265.03
7	Method for telephony call blending	379/266.07
8	Staffing-based percentage-allocation routing using real-time data	379/265.02
9	Telephone call monitoring system	379/265.06
10	System for automatically routing calls to call center agents in an agent surplus condition based on service	379/265.12
11	Method for performance measurement and an analysis of local exchange carrier interconnections	700/32
12	Method for telephony call blending	379/266.07

	Current XRef	Retrieval Classif
1	379/265.11; 379/265.12; 379/265.13; 379/265.14; 379/266.03; 379/266.06	
2	379/265.05; 379/265.11; 379/265.12; 379/265.13	
3	379/265.05; 379/265.1; 379/265.12; 379/266.01	
4	379/266.01	
5	379/220.01; 379/265.06; 702/183	
6	379/112.06; 379/112.07; 379/112.08; 379/112.09; 379/265.06; 379/265.12; 379/266.05	
7	379/265.02; 379/265.03; 379/266.08	
8	379/266.08	
9	379/265.07	
10	379/265.02; 379/266.09	
11	379/220.01; 379/265.06; 702/183	
12	379/265.01; 379/265.02; 379/265.03; 379/266.08	

	Image Doc. Displayed	PT
1	US 6741698	<input type="checkbox"/>
2	US 6724884	<input type="checkbox"/>
3	US 6707903	<input type="checkbox"/>
4	US 6661889	<input type="checkbox"/>
5	US 6640143	<input type="checkbox"/>
6	US 6633640	<input type="checkbox"/>
7	US 6600822	<input type="checkbox"/>
8	US 6584191	<input type="checkbox"/>
9	US 6542602	<input type="checkbox"/>
10	US 6535600	<input type="checkbox"/>
11	US 6480749	<input type="checkbox"/>
12	US 6389133	<input type="checkbox"/>

	U	1	Document ID	Issue Date	Pages
13	<input type="checkbox"/>	<input type="checkbox"/>	US 6170011 B1	20010102	46
14	<input type="checkbox"/>	<input type="checkbox"/>	US 6130942 A	20001010	9
15	<input type="checkbox"/>	<input type="checkbox"/>	US 6081592 A	20000627	34
16	<input type="checkbox"/>	<input type="checkbox"/>	US 6044355 A	20000328	14
17	<input type="checkbox"/>	<input type="checkbox"/>	US 5991393 A	19991123	10
18	<input type="checkbox"/>	<input type="checkbox"/>	US 5812638 A	19980922	13
19	<input type="checkbox"/>	<input type="checkbox"/>	US 5640445 A	19970617	16
20	<input type="checkbox"/>	<input type="checkbox"/>	US 5590188 A	19961231	11
21	<input type="checkbox"/>	<input type="checkbox"/>	US 5546456 A	19960813	9
22	<input type="checkbox"/>	<input type="checkbox"/>	US 5390243 A	19950214	10
23	<input type="checkbox"/>	<input type="checkbox"/>	US 5185780 A	19930209	21
24	<input type="checkbox"/>	<input type="checkbox"/>	US 4788718 A	19881129	18

	Title	Current OR
13	Method and apparatus for determining and initiating interaction directionality within a multimedia communication center	709/224
14	Skills-based automatic call distribution system	379/265.12
15	Automatic call-work director	379/309
16	Skills-based scheduling for telephone call centers	705/8
17	Method for telephony call blending	379/266.07
18	Telephone operator mid-call queuing interval system and associated method	379/88.09
19	Outbound call pacing method which statistically matches the number of calls dialed to the number of available operators	379/112.01
20	Rules-based call routing	379/265.02
21	Telecommunication system with inbound call responsive predictive outdialing system and method	379/266.08
22	Telemarketing complex with automatic threshold levels	379/266.08
23	Method for predicting agent requirements in a force management system	379/265.08
24	Call data collection and modification of received call distribution	379/112.08

	Current XRef	Retrieval Classif
13	379/265.01; 705/10; 705/8; 705/9; 709/223	
14	376/266; 376/309; 379/266.01	
15	379/265.05	
16	379/265.05; 705/10; 705/9	
17	379/219; 379/265.02	
18	379/214.01; 379/265.01; 379/88.01; 379/88.19	
19	379/265.1; 379/266.08; 379/309	
20	379/225; 379/265.14	
21	379/216.01; 379/265.11; 379/266.01; 379/309	
22	379/112.05; 379/265.03	
23	379/111; 379/112.01; 379/134; 379/139; 379/140; 379/265.1; 379/266.08; 379/309; 379/92.04	
24	379/111; 379/112.01; 379/112.07; 379/134; 379/265.02	

	Image Doc. Displayed	PT
13	US 6170011	<input type="checkbox"/>
14	US 6130942	<input type="checkbox"/>
15	US 6081592	<input type="checkbox"/>
16	US 6044355	<input type="checkbox"/>
17	US 5991393	<input type="checkbox"/>
18	US 5812638	<input type="checkbox"/>
19	US 5640445	<input type="checkbox"/>
20	US 5590188	<input type="checkbox"/>
21	US 5546456	<input type="checkbox"/>
22	US 5390243	<input type="checkbox"/>
23	US 5185780	<input type="checkbox"/>
24	US 4788718	<input type="checkbox"/>